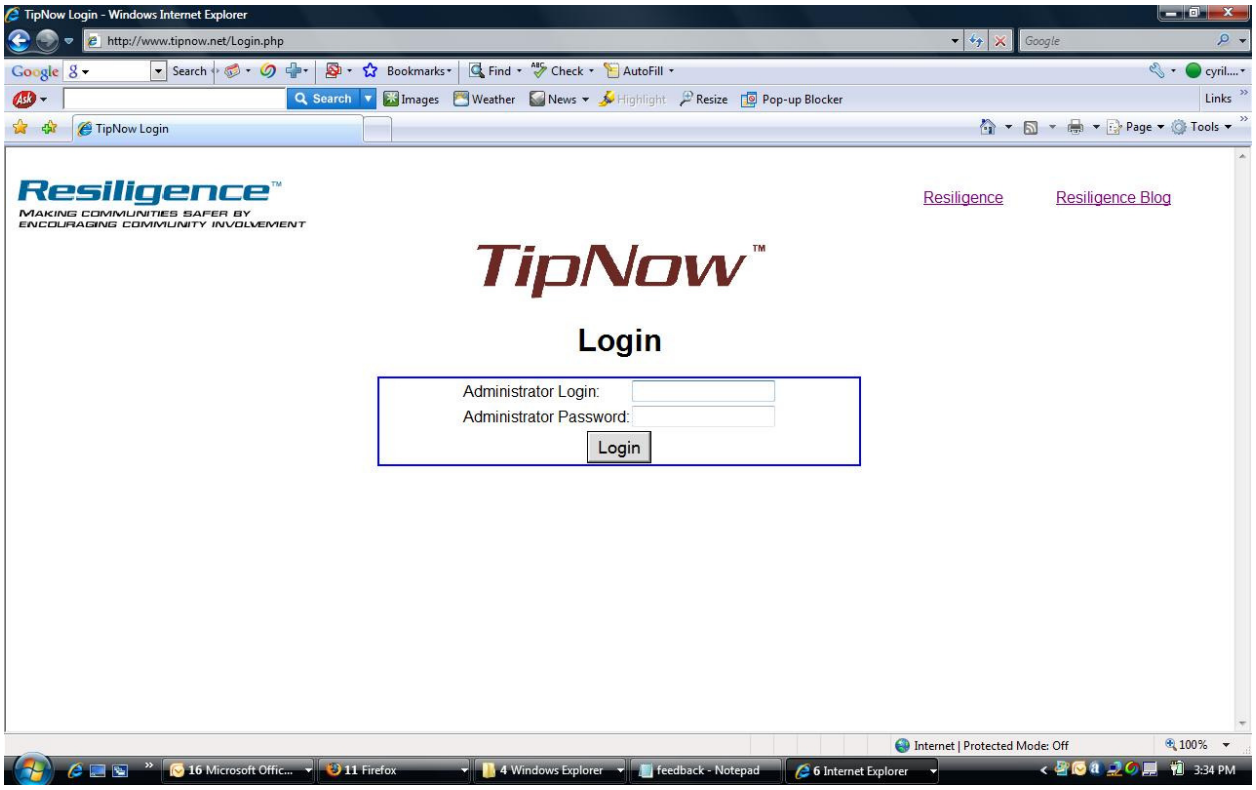
Resiligence™
Making Communities Safer
by Encouraging Community Involvement

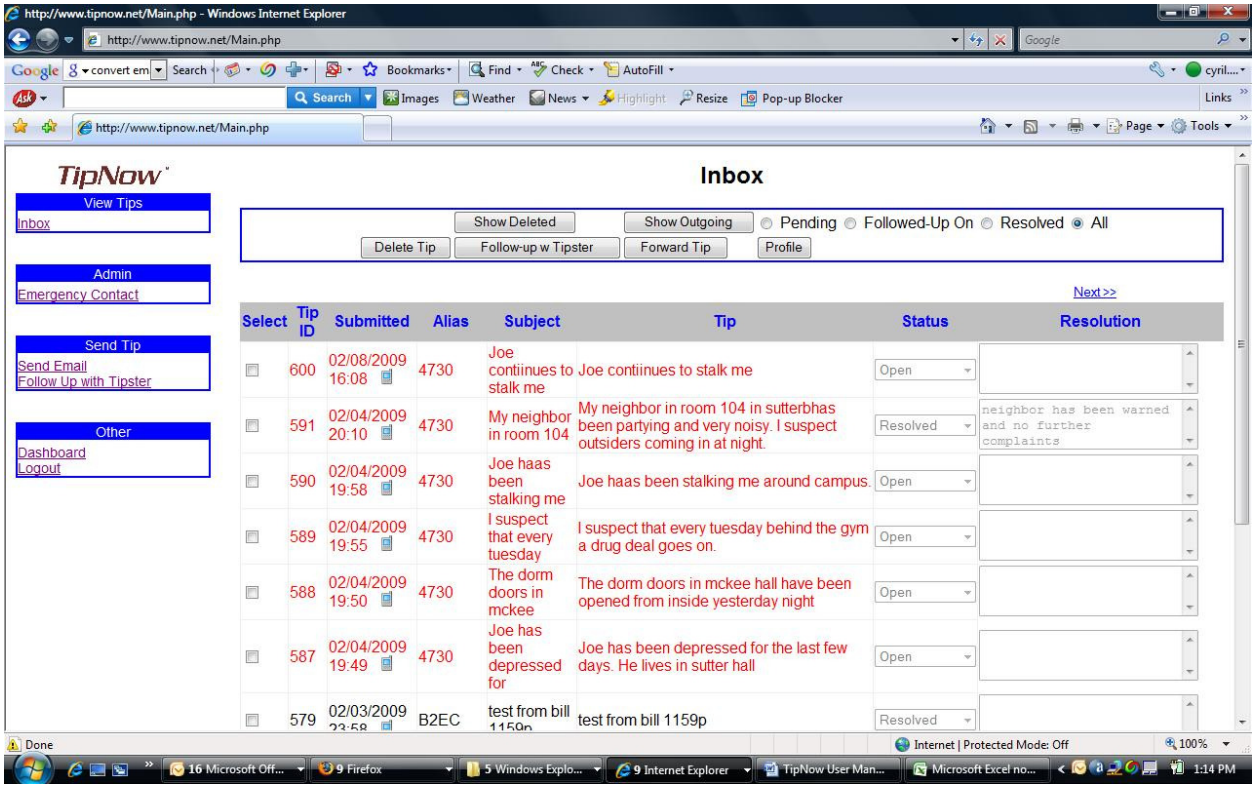
TipNow™ User Manual

1 Introduction: This user manual is for the administration portal for *TipNow™,* a product of Resiligence Inc. *TipNow* is a text based anonymous tipline that facilitates notification of campus security personnel regarding non-emergency, suspicious activity which in the future could lead to human caused emergencies

2 Logging in: The user logs in at www.tipnow.net . The user id and passwordare given to the person coordinating with Resiligence. Enter the user id and password and click on **Login** button.



3 Inbox Page: The Inbox page shows the following columns:


http://www.tipnow.net/Main.php - Windows Internet Explorer
TipNow
View Tips
Inbox
Admin
Emergency Contact
Send Tip
Send Email
Follow Up with Tipster
Other
Dashboard
Logout
Inbox
Show Deleted
Show Outgoing
Pending
Followed-Up On
Resolved
All
Delete Tip
Follow-up w Tipster
Forward Tip
Profile
Next>>
Select
Tip ID
Submitted
Alias
Subject
Tip
Status
Resolution
600 02/08/2009 16:08 4730 Joe contiinues to stalk me Joe contiinues to stalk me Open
591 02/04/2009 20:10 4730 My neighbor in room 104 My neighbor in room 104 in sutterbhas been partying and very noisy. I suspect outsiders coming in at night. Resolved neighbor has been warned and no further complaints
590 02/04/2009 19:58 4730 Joe haas been stalking me Joe haas been stalking me around campus. Open
589 02/04/2009 19:55 4730 I suspect that every tuesday I suspect that every tuesday behind the gym a drug deal goes on. Open
588 02/04/2009 19:50 4730 The dorm doors in mckee The dorm doors in mckee hall have been opened from inside yesterday night Open
587 02/04/2009 19:49 4730 Joe has been depressed for Joe has been depressed for the last few days. He lives in sutter hall Open
579 02/03/2009 B2EC test from bill 1159p test from bill 1159p Resolved

Select: This is a check box to select the tip for various actions. Examples are updating the status of the tip; following-up with the tipster; or forwarding the tip, etc.

Tip ID: This is a unique ID for the tip which can be used to cross-reference with user incident management system.

Submitted: This column shows the date and time when the tip was submitted and whether the tip was submitted via a sms or an email .

Alias: The alias is a unique identifier the system assigns to each cell phone number or email address. The cell phone number and the email address for each tip submitted is encrypted in the system.

Subject: This is the subject of the message when the tip is submitted via email

Tip **:** This is the tip information.

Status: There are three states: **Open**; **Followed-up**; and **Resolved**. When an administrator sees a tip and follows up with tipster he or she should change the status to 'Followed-up.' Once the tip is resolved the status should be changed to 'Resolved.'

Resolution: The administrator can put the information about resolved tips in this text box. Click the update button at the bottom of the page. To clear what you have entered in the resolution box click reset at the bottom of the screen.

Search: There is a capability to search tips based on keywords. You can also narrow the search based on subject, message, alias and resolution.

Navigating Tips: There is a **Next** and **Previous** link at the bottom of the inbox page which can be used to navigate through the tips.

4. Buttons on top of Inbox:

Show deleted: This button shows all deleted tips. **Deleted** tips are archived.

Show Outgoing: This button shows all outgoing tips. **Outgoing** tips show the forwarded and follow-up on the tips.

Pending, Resolved All: When you choose the **Pending** radio button it will show all the pending tips. When you choose the **Resolved** radio button it will show all resolved tips. When you choose the **All** radio button it will show all the tips.

Delete Tip: You can select the tip and then click this button to delete it. The tip will be archived.

Follow-up w Tipster: You can select a tip and click this button to follow-up with the tipster. When you type in the message for the tipster, the message will be sent anonymously.

Forward Tip: You can forward the tip to any other person by typing their email address in the **To** field.

Tipster History: sSelect a tip and click this button to see all tips submitted by this tipster.

5. Menus on Left Frame:

Inbox: When you click on **Inbox** it will take you to the Inbox page which is the default page.

Emergency Contact: Adds administrators for *TipNow*. There are different levels of access rights for users. When you click on the emergency contact link you see the list of people who are administrators for TipNow and their contact information. There are different roles in the system:

a) Read Tips Only

b) Can resolve tips

c) Can resolve tips and send messages

d) Can resolve and delete tips

e) Can Edit and delete tips and update one's contact info

f) Administrator in one's organization

g) Superuser in one's organization

h) Superuser

Send Mail: You can email a colleague by typing their email address in the **To** field.

Follow-up With Tipster: This link allows you to follow-up with any tipster who has already sent tips to *TipNow*. You can use the pull-down menu to choose the **tipster alias** and then type in the message for the tipster; the message will be sent to the tipster anonymously.

Dashboard: This link shows you how many tips are in the system, how many are resolved and how many are pending.

Logout: You can logout of the system using this link.